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**From:** Danforth, Deborah (DPH) <Deborah.Danforth@state.ma.us>  
**Sent:** Tuesday, January 25, 2011 11:42 AM  
**To:** Hanchett, James (DPH)  
**Subject:** RE: FW: Web Service Request for Manual Entry - WSR17801186 [REF:561412528565]

Yes, I'll contact them by phone. It appears we've been having a problem with getting fax machines repaired. Ikon and Ricoh have now merged into one.

-----Original Message-----

From: Hanchett, James (DPH) [<mailto:James.Hanchett@state.ma.us>]  
Sent: Tuesday, January 25, 2011 11:36 AM  
To: 'Danforth, Deborah (DPH)'  
Subject: FW: FW: Web Service Request for Manual Entry - WSR17801186 [REF:561412528565]

Hi Debbie,

IKON emailed and said the ID# was incorrect. This is a Ricoh Fax should they be handling the repair?

Jim

-----Original Message-----

From: Yancey, Don [<mailto:test@support.ikon.com>]  
Sent: Tuesday, January 25, 2011 11:07 AM  
To: Hanchett, James (DPH)  
Subject: Re: FW: Web Service Request for Manual Entry - WSR17801186 [REF:561412528565]

---- Original Message ----

ID # U PROVIDED IS INVALID; PLS PROVIDE A VALID ID # SO THAT WE  
MAY PROCESS YOUR SVCE REQUEST

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From: Web Service Request[[SMTP:WEBSERVICEREQUESTS@IKON.COM](mailto:SMTP:WEBSERVICEREQUESTS@IKON.COM)]  
Sent: Tuesday, January 25, 2011 9:33:00 AM  
To: Service  
Subject: Web Service Request for Manual Entry - WSR17801186  
Auto forwarded by a Rule

Customer Comments: Machine is not taking the paper and outcoming paper is jamming

#### EQUIPMENT LOCATION

Location: Amherst Drug Lab

Address1: Room N251 Morrill I

Address2: 637 North Pleasant St

City: Amherst

State: MA

Zip Code: 01003

Phone: 4135452 608

#### PAYMENT INFORMATION

Method of Payment: PO

Purchase Order Number: 51000875